

## Denver Report Card

**Englewood** (Store #: 6299)

840 W Hampden Ave Englewood, CO 80110

Created: 12/15/2025

### Personnel

<b>First Impression</b>	<b>A</b>	
<b>Customers are VIPd at their vehicles</b>	<b>F</b>	I didn't see any VIPs
<b>Employees are dressed in approved Big O uniforms</b>	<b>A</b>	
<b>Uniforms are clean and maintained</b>	<b>A</b>	
<b>Employees are well-groomed</b>	<b>A</b>	
<b>Employees are courteous and polite</b>	<b>A</b>	

Comments:

### Exterior

<b>First Impression</b>	<b>A</b>	
<b>Parking lot is clean and free of garbage, cigarette butts, debris</b>	<b>A</b>	Lots of cigarette butts and trash in the parking lot.
<b>Exterior signage is appropriate, in good condition, and visible</b>	<b>A</b>	
<b>Exterior landscaping is well maintained and appealing</b>	<b>A</b>	
<b>Exterior lights are fully functional (both building and signage)</b>	<b>A</b>	
<b>Roadside attention getters</b>	<b>A</b>	
<b>Tires displayed</b>	<b>A</b>	
<b>Old tires are organized in bin</b>	<b>A</b>	
<b>Exterior windows are clean</b>	<b>A</b>	
<b>Window clings are placed appropriately for entrance traffic</b>	<b>A</b>	

Comments:

## Marketing/Advertising

<b>Monthly POPs are current and displayed in appropriate locations</b>	<b>A</b>	Lots of old Popee up for expired sales. Also had a black Friday sticker and a spring super sale sign up.
<b>Staff is aware of monthly promotions</b>	<b>A</b>	

Comments:

## Interior

<b>First Impressions</b>	<b>A</b>	
<b>Interior is bright, inviting and comfortable</b>	<b>A</b>	
<b>Sales counter is clean and free from clutter</b>	<b>B</b>	
<b>Interior paint is not faded, chipped, or dirty</b>	<b>A</b>	
<b>Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.)</b>	<b>A</b>	
<b>Tire stands and tire inserts are displayed and in good condition</b>	<b>A</b>	
<b>Floor is free from water, mud, dirt, and grease</b>	<b>B</b>	
<b>Lights are functioning, not burnt out or flickering</b>	<b>A</b>	
<b>Midgrade &amp; entry-level tires displayed</b>	<b>A</b>	
<b>Big O brand tires on display</b>	<b>A</b>	
<b>Major brand tires on display</b>	<b>A</b>	
<b>Wheels clean, displayed, and free of dust</b>	<b>C</b>	Displayed but super super dusty.
<b>Balloons in use</b>	<b>F</b>	Balloons!

Comments:

## Restrooms

<b>Restrooms are clean and in good working order</b>	<b>B</b>	Sink and mirror needed a touchup.
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Comments:

Shop

**First Impression** **A**

**Shop is neat, clean, and organized** **B**

**Customer would feel comfortable being brought back in the shop** **A**

**Appropriate music played** **B**

**Speed lane in use** **-**

**Employees in uniform and wearing safety glasses** **C** I didn't see any safety glasses.

**Covers and floor mats are used** **F**

**Comments:**